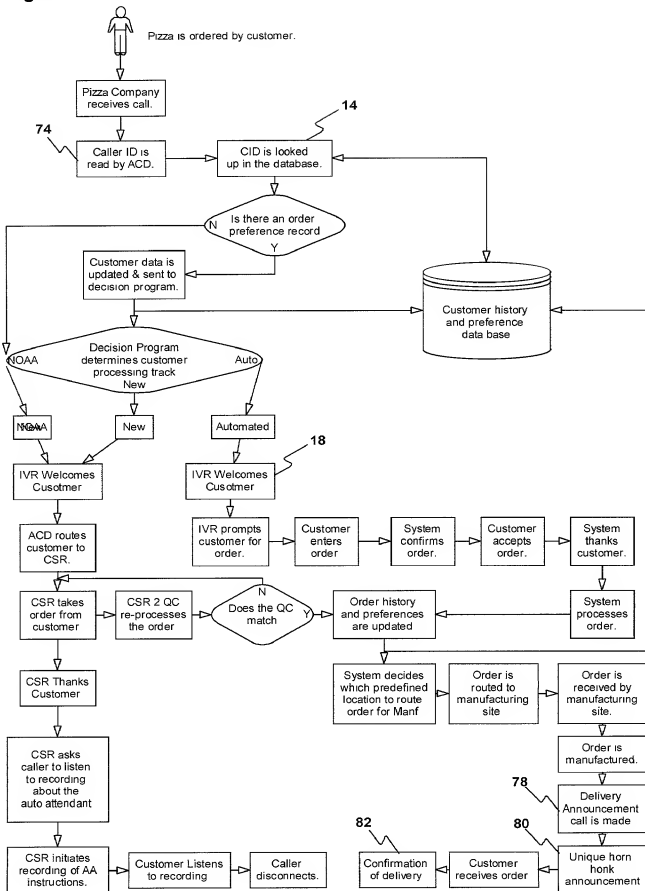


SYSTEM FLOW CHART

Figure 1

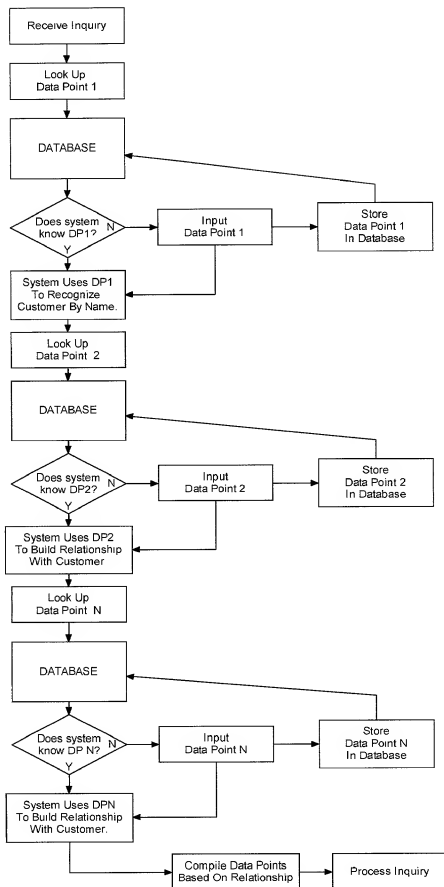
PIZZA COMPANY CALL CENTER



SYSTEM FLOW CHART

Figure 2

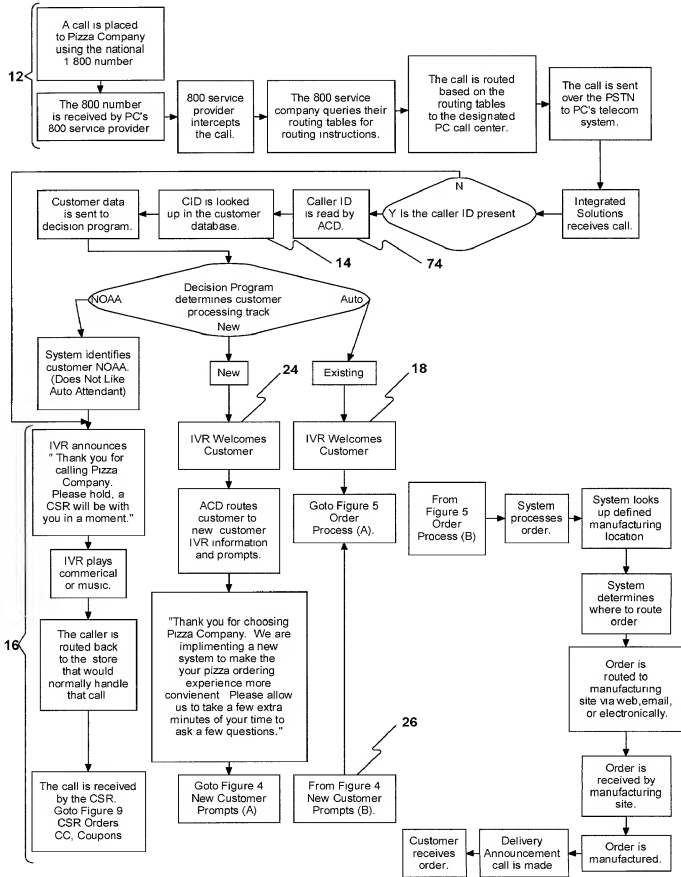
PIZZA COMPANY CALL CENTER



SYSTEM FLOW CHART

Figure 3

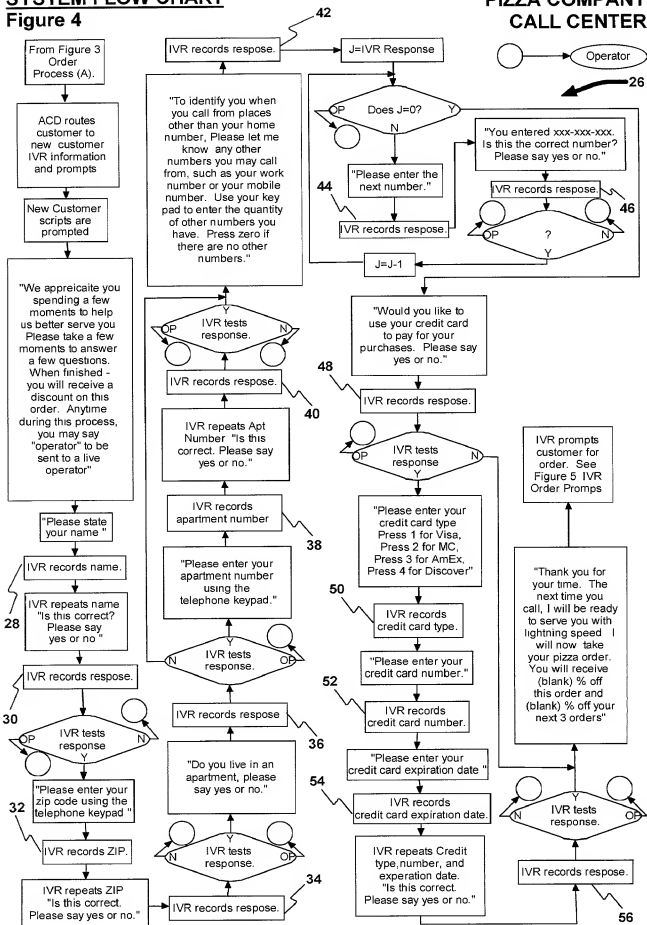
PIZZA COMPANY CALL CENTER



SYSTEM FLOW CHART

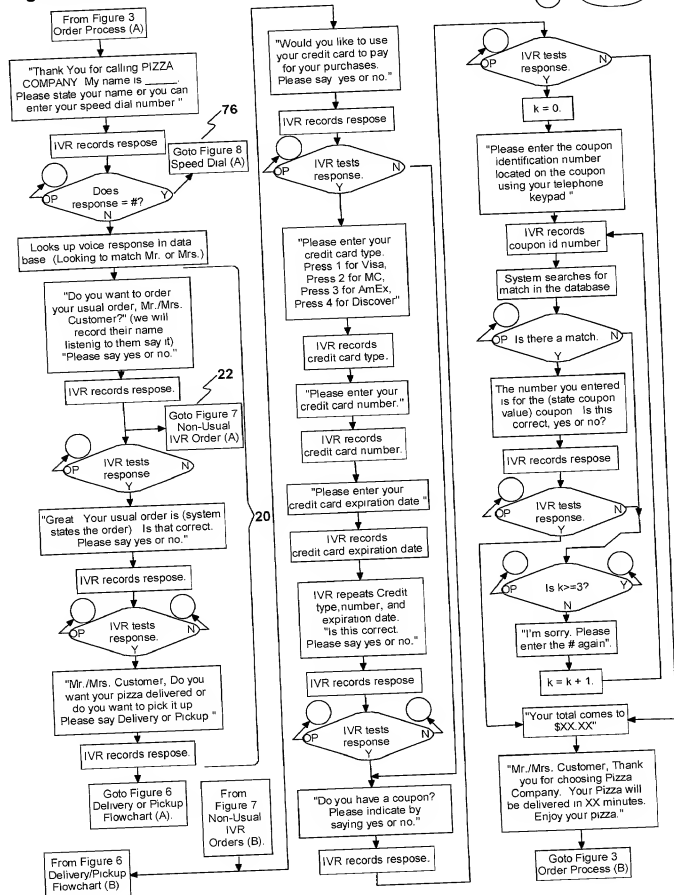
Figure 4

PIZZA COMPANY CALL CENTER



SYSTEM FLOW CHART

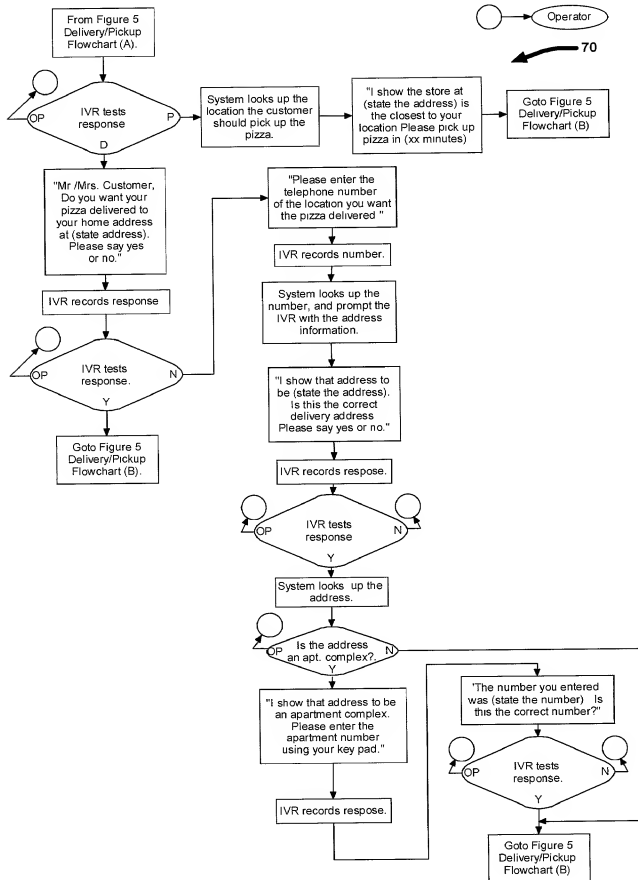
Figure 5



SYSTEM FLOW CHART

Figure 6

PIZZA COMPANY CALL CENTER



SYSTEM FLOW CHART

Figure 7

PIZZA COMPANY CALL CENTER

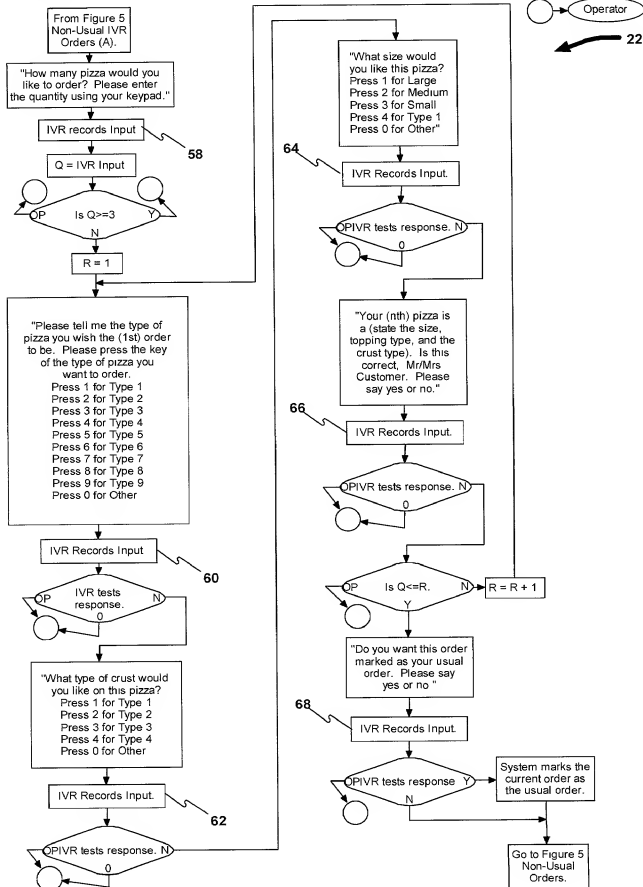


Figure 8

Operator

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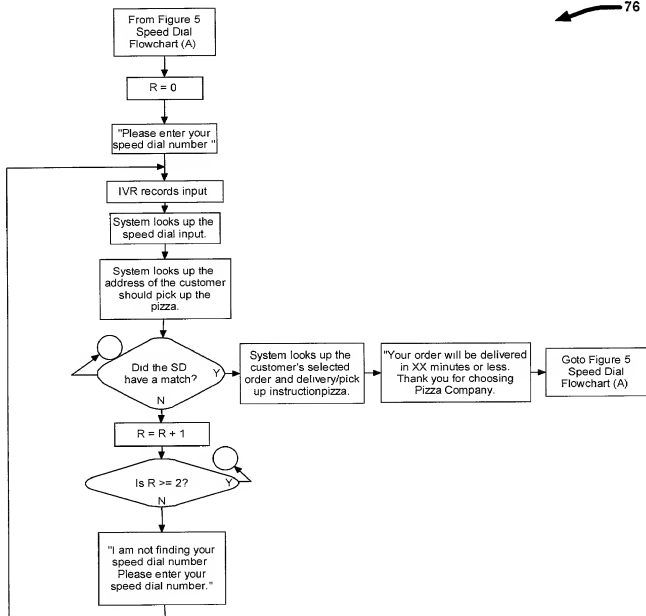
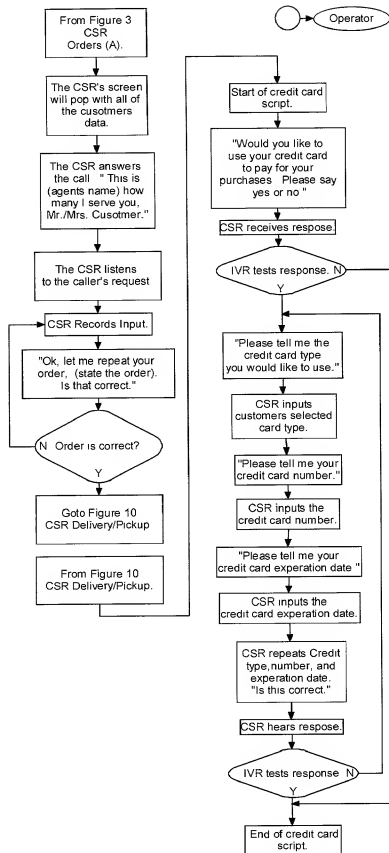


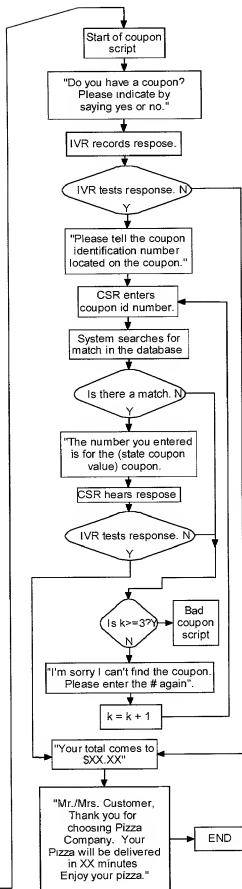
Table 1 Summary of the data sets used in the study

SYSTEM FLOW CHART

Figure 9



PIZZA COMPANY CALL CENTER



0-800-4-A-FLYER

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graph LR
    A(( )) --> B([Operator])
  
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